



US Department of Agriculture

Forest Service

Pacific Northwest Region (Region 6)

EMPLOYMENT OPPORTUNITY

Customer Service Representative

GS-0303-03

Hood River, Oregon

Find rewarding work with the USDA Forest Service at the Columbia River Gorge National Scenic Area. We are recruiting a Customer Service Representative for our Headquarters in Hood River, OR.

THE POSITION

This position is temporary seasonal employment as a member of our visitor services and administrative team. The position is expected to begin in June, and continue until end September. An application form can be found at <https://www.usajobs.gov/> and will be open on November 30 and close on December 7, 2015.

We currently have 1 open GS-3 temporary Customer Service Representative position available. The Announcement number we will hire from is:

16-TEMP-R6-0303-3CSR-DT

Prior visitor services experience is desirable but not essential. Candidates with a willingness to learn and ability to offer outstanding customer service are encouraged to apply. Applicants are expected to work 40 hours per week.

Primary duties include Frontline service; greeting and providing local information to visitors, answering phone calls and responding to messages. Secondary duties include routine clerical and office automation support, processing incoming and outgoing mail, data entry and typing tasks, copying and filing.

THE COLUMBIA RIVER GORGE NSA

The Columbia River Gorge National Scenic Area stretches along the Columbia River between the Deschutes River and the Sandy River in Oregon, and Maryhill and Washougal on the Washington side. The cities of Hood River, The Dalles, Stevenson, White Salmon, and several smaller communities all fall within the Scenic Area. The Portland Metro area borders the Scenic Area 30 miles West of Cascade Locks on Interstate 84. More information about the Columbia River Gorge NSA can be found at <http://www.fs.usda.gov/main/crgnsa/home>.

CONTACT INFORMATION

If you are interested in a position, please complete and send the attached Outreach Interest form to jcbenes@fs.fed.us or mail or return it in person to:

902 Wasco Ave Suite 200
Attn: Jake Benes
Hood River, OR 97031

If you have questions pertaining to the positions please call **Jake Benes** at 541-308-1725. Applicants are encouraged to send a resume along with the Outreach Response form.

Additional Contacts:
Clare Kellett – 541-308-1715

Outreach Interest

***Customer Service Representative
GS-0303-03, (Temporary/Seasonal)***

If you are interested in this position, complete this form and return it to Jake Benes using one of the following methods:

- E-mail to jcbenes@fs.fed.us
- Fax number: 541-386-1916
- Mail/In Person: 902 Wasco Ave. Suite 200 Hood River, OR 97031

Attached resumes are welcomed and encouraged.

PERSONAL INFORMATION

Name: _____ Date: _____

Address: _____

City: _____ State: _____

E-Mail Address: _____ Phone: _____

Positions Interested in: **Customer Service Representative** ☐

EMPLOYMENT

Are you currently a Federal Employee? Yes ☐ No ☐

If Yes:

Name of your Agency & Location: _____

Current title/series/grade: _____

Type of Appointment Permanent ☐ Term ☐ Temporary ☐

If No:

Current Employer: _____

Current Position Title & Salary: _____

Type of Appointment Permanent ☐ Term ☐ Temporary ☐

Are you eligible for appointment under any of the following special authorities?

- ☐ Former Peace Corps
- ☐ Person with Disabilities
- ☐ Student Employment Program
- ☐ Veteran with 30% Compensable Disability
- ☐ Veteran's Employment Opportunities Act of 1998
- ☐ Veteran's Recruitment Act
- ☐ Reinstatement Eligibility
- ☐ Other

Applicants may use this space to identify other qualifications relevant to the position.

Thank you for your interest!